

RE: w32time Event ID 29

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-10/msg04432.html>

- *From:* v-crinal@xxxxxxxxxxxxxxxxxxxxxxxx ("Crina Li")
 - *Date:* Mon, 23 Oct 2006 07:48:56 GMT
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Hi Russell,

Thank you for posting in SBS newsgroup.

I am sorry for the delayed response due to weekend. Please understand that the newsgroups are staffed weekdays by Microsoft Support professionals to answer your systems and applications questions. Your understanding is greatly appreciated!

From your description, I understand the issue to be: you receive event 29 regarding w32time. If I have misunderstood your concerns, please do not hesitate to let me know.

Based on my experience, I would like to suggest you try the following suggestions:

A. Make sure the Windows Time service is enabled and started

The Windows Time service will be disabled by CEICW when you have a PPPoE connection which is treated as a non-stable connection. I suggest you click Start->Run, type "services.msc" (without the quotes) and click OK. When the Services snap-in opens, check to make sure the Windows Time service is started and its startup type is set to "Automatic".

B: Make sure ISA is allowing the NTP traffic on UDP port 123 (if you have ISA installed)

If you have ISA server 2000 installed on the SBS 2003 server, please perform the following steps to configure ISA:

1. In the ISA Server management tool, expand the management nodes that are beneath your server name.
2. Expand the Access Policy branch to view the list of access policies.
3. Right-click IP Packet Filters, point to New, and then click Filter to

start the New IP Packet Filter Wizard.

4. Type a descriptive name for the filter (such as "SNTP Allow Filter" (without the quotation marks)), and then click Next.
5. Click Allow packet transmission as the Filter Mode, and then click Next.
6. Click Custom as the filter type, and then click Next.
7. On the Filter Settings page, click UDP for the IP protocol, click "Send receive" for the direction, "All ports" as the local port, click "Fixed port" as the remote port, use port 123 as the remote port number, and then click Next.
8. Keep the default settings by clicking Next through the next two wizard pages, and then click Finish at the Completing The New IP Packet Filter Wizard page.
9. Go to Monitoring\Services and restart the Firewall service. Check if the issue disappears.

For more info, see:

323621 How To Configure the Simple Network Time Protocol (SNTP) on ISA Server

<http://support.microsoft.com/?id=323621>

887355 The server cannot synchronize with an external time source after you run the Configure E-mail and Internet Connection Wizard on Windows Small Business Server 2003

<http://support.microsoft.com/default.aspx?scid=kb;EN-US:887355>

If it is ISA 2004, open the ISA management console, go to Firewall Policy, right click the "SBS Local Host Access Rule" in the right panel, and select Properties. Go to Protocols tab to make sure NTP (UDP) is added.

C. Re-configure the Windows Time service

Open a command prompt and run the following commands to re-configure the time service to sync time with time.nist.gov:

```
w32tm /config /manualpeerlist:time.nist.gov,0x8 /syncfromflags:MANUAL
```

```
w32tm /config /update
```

```
net stop w32time
```

```
net start w32time
```

D. Make sure the hardware router or firewall is allowing the traffic

RE: w32time Event ID 29

Check if you have a hardware router/firewall in front of your SBS server, if so, please open Registry Editor (regedit), go to HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\W32Time\Parameters\Type, change the value data from whatever to Nt5DS and restart the W32Time service. Make sure the service's startup type is set to automatic.

For more info:

816042 How to configure the Windows Time service on a Windows Server 2003-based
<http://support.microsoft.com/?id=816042>

You can also try other time sources.

262680 A List of the Simple Network Time Protocol Time Servers That Are
<http://support.microsoft.com/?id=262680>

E. Ask and apply the hot fix 830092

Please contact Microsoft PSS to obtain and install the following hot fix:

830092 W32Time frequently logs Event ID 50 and poor time synchronization occurs
<http://support.microsoft.com/?id=830092>

I appreciate your time and look forward to hearing from you.

Best regards,

Crina Li (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing

RE: w32time Event ID 29

so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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| Thread-Topic: w32time Event ID 29
| thread-index: Acb2ITwKoxtvLbDeTkmV3PKopdMKxw==
| X-WBNR-Posting-Host: 203.109.245.62
| From: =?Utf-8?B?UnVzc2VsbDM=?= <Russell3@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: w32time Event ID 29
| Date: Sun, 22 Oct 2006 14:30:02 -0700
| Lines: 26
| Message-ID: <93730183-3302-4EBE-84AF-E908F5FFD484@xxxxxxxxxxxx>
| MIME-Version: 1.0
| Content-Type: text/plain;
| charset="Utf-8"
| Content-Transfer-Encoding: 7bit
| X-Newsreader: Microsoft CDO for Windows 2000
| Content-Class: urn:content-classes:message
| Importance: normal
| Priority: normal
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.1830
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGXA01.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:306997
| NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
| In system event viewer I have the following error message:
| Event ID 29
| The time provider NtpClient is configured to acquire time from one or
| more
| time sources, however none of the sources are currently accessible. No
| attempt to contact a source will be made for 15 minutes. NtpClient has no
| source of accurate time.
|
| My timezone is New Zealand Daylight time.
|
| I have had this error since settign up SBS 2003. Serching this list I
| have
| found advice and none of the methods suggested have removed the error.
|
| For example I have tried running this script on the server"
| w32tm /config /manualpeerlist:time.windows.com,0x8 /syncfromflags:MANUAL
| w32tm /config /update

```
| net stop w32time  
| net start w32time  
| w32tm /resync /nowait
```

| The error persists. I welcome any advice.

| Thanks,
| Russell

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